



**Maricopa County / Employee Health Initiatives
Biometric Screening & Health Risk Assessment Incentives
Frequently Asked Questions (FAQs)**

Updated: 06/23/08



Q.1 What are the Biometric Screening and Health Risk Assessment incentives?

A.1 By voluntarily participating in a Biometric Screening and completing a Health Risk Assessment, employees can save \$5 per pay period on their County medical insurance, per initiative. If they participate in both the Biometric Screening and Health Risk Assessment, the savings will be \$10 per pay period or \$240 per year (24 pay periods x \$10).

Q.2 What is Biometric Screening?

A.2 Biometric Screening includes completing a brief personal health history as well as having your measurements taken for height, weight, waist circumference, body fat composition, cholesterol and glucose levels, and blood pressure. Screenings will be performed by appointment only at several worksite locations and at some of the CIGNA Medical Centers. A schedule of all locations will be available on the Electronic Business Center (EBC) Benefits/EHI Home Page shortly before 03/18/08.

Q.3 What is a Health Risk Assessment?

A.3 A brief 15-minute online Health Risk Assessment consists of a series of questions that you answer about your health and lifestyle. Your confidential responses are then assessed to determine your health risks. Your confidential results provide you with information that may provide you with insight or answers on ways you can improve your health. The Health Risk Assessment is available online through www.mycigna.com and should be taken after your Biometric Screening appointment so that you can enter your screening results.

Q. 4 Who is eligible to complete the Biometric Screening and Health Risk Assessment in order to receive the incentives?

A. 4 Only employees (not spouses or dependents) who are currently covered by a County medical plan as the primary insured (cardholder) are eligible to complete the screening and the assessment to receive the incentives. Employees who are covered under a County medical plan as a dependent are not eligible.

Q.5 Am I eligible for the Biometric Screening and Health Risk Assessment incentives if I'm not currently enrolled in a County medical plan, but plan to enroll during open enrollment.

A.5 Biometric Screening: *make your screening appointment for a date no earlier than April 14. Complete your Open Enrollment elections before your screening appointment. Print out your Enrollment Summary page from the Open Enrollment system and take it with you for your screening appointment. The greeter will accept this print-out as proof that you will enroll for a County medical plan effective July 1, 2008.*

Health Risk Assessment: *you will not be able to take your assessment until July 1, 2008. You will have until July 30th to take your Health Risk Assessment. This is because you have to be enrolled in CIGNA's system prior to completing the assessment. You will be charged the higher premium (without the incentive) until you notify the Employee Health Initiatives Department that you have completed your assessment. If your assessment is completed by July 30th, you'll be reimbursed for the missed incentive amount.*

Q.6 Is there anything I need to bring to my Biometric Screening appointment that shows I am eligible to participate in this initiative?

A.6 *In order to be eligible, you must be covered under a County medical plan. When you "check-in" for your screening appointment, the greeter will ask to see your CIGNA Identification Card.*

Q.7 Who will be doing the Biometric Screening?

A.7 *Employee Health Management Services (EHMS), a CIGNA contractor, will be performing the Biometric Screenings. EHMS uses the Centers for Disease Control and Prevention technology (www.cdc.gov) to analyze the screening data. Results will be available immediately at the end of your screening.*

Q.8 How long will the Biometric Screening take?

A.8 *The screenings, combined with the comprehensive One-on-One Results Counseling session, may take approximately 15-30 minutes from the beginning to the end of the process.*

Q.9 Can I participate in the Biometric Screening and take my Health Risk Assessment during work time? Do I need to use my PTO/vacation to participate?

A.9 *You will need to check with your supervisor for direction on how your department wants you to record your time taken to complete your Biometric Screening and Health Risk Assessment.*

Q.10 Will my supervisor or anyone in Maricopa County see the results of my Biometric Screening or Health Risk Assessment?

A.10 *Absolutely not! Your confidential individual health data is protected by State and Federal Regulations including the Health Insurance Portability and Accountability Act (HIPAA). Maricopa County personnel will never see your confidential “protected” individual health results. Maricopa County will receive an executive summary report showing aggregate health data that will reveal the prevalence of certain conditions within Maricopa County, such as percent of employees with high blood pressure. This data will be used to improve our employee worksite wellness programs and overall employee health status.*

Q.11 How do I make an appointment for the Biometric Screening and when?

A.11 *Screenings are conducted by appointment only. To make an appointment, please contact Lindsey Grantham at (602) 506-3758 or you can email her at granthaml@mail.maricopa.gov.*

Q.12 I participated in the March 2008 Blueprint for Wellness event. Do I have to ‘retake’ the Biometric Screening and HRA?

A.12 *If you participated in the Blueprint for Wellness March 11-13, 2008, you will NOT have to ‘retake’ the Biometric Screening or take the Health Risk Assessment. Congratulations... You have already qualified to save \$240 for the next benefit plan year July 1, 2008 – June 30, 2009.*

Q.13 I participated in last year’s Blueprint for Wellness; does this qualify me for the Biometric Screening and Health Risk Assessment incentives?

A.13 *No. Participation in Blueprint for Wellness events prior to March 2008 do not count towards these incentives.*

Q.14 I just went to the doctor last month, and the same types of screenings were part of my exam. Do I still have to complete the Biometric Screening to qualify for the incentive?

A.14 *Yes, so that Maricopa County can gather summary information of the health status of all employees who participate.*

Q.15 What if I can’t attend an “At Work” Biometric Screening? How am I going to get the Biometric Screening done?

A.15 *From April 2 to May 2, certain CIGNA Medical Group Centers will be available for screenings in the evenings and on Saturdays. A schedule of all locations will be available on the Electronic Business Center (EBC) Benefits/EHI Home Page shortly before 03/18/08.*

Q.16 What if I want to participate in the Biometric Screening initiative after May 2?

A.16 *Biometric Screenings will be available on a limited basis (at least one day per month) for new employees and for existing employees who decide they want to participate after Open Enrollment ends. A routine monthly screening schedule will be published shortly on the Benefits/EHI Home Page.*

You will be able to qualify for the incentive, but the effective date of the incentive will likely be delayed until after July 1. You will need to contact an Employee Health Initiatives staff member at 602-506-1010 to find out how to receive the incentive once you have completed the screening after the close of Open Enrollment.

Q.17 I have dental and/or vision coverage through Maricopa County. Can I participate in the Biometric Screening to receive the incentive?

A.17 *No. You must be covered under a County medical plan in order to qualify.*

Q.18 I recently participated in the WebMD Health Risk Assessment on mycigna.com and received my \$10 gift card as an incentive. Do I need to participate again to receive the Health Risk Assessment incentive?

A.18 *Yes, you will need to complete the Health Risk Assessment again in order to receive the incentives. If you are completing the Biometric Screening, you will need to go back in to the Health Risk Assessment on www.mycigna.com and update your answers using your biometric results. If you are only qualifying for the Health Risk Assessment incentive, you'll need to update your answers to your recently completed assessment between April 2 – May 2.*

Q.19 Will the insurance rates increase for Maricopa County employees if the aggregate health profile based on the anonymous (de-identified) biometric screening shows that Maricopa County employees have high prevalence of blood pressure, weight management issues, etc?

A.19 *No, the results of the biometric screening are **not** used to determine the insurance rates for Maricopa County employees. The aggregate health profile, based on the anonymous (de-identified) biometric screening results, will be used to continuously improve the employee worksite wellness program.*

Q.20 If I leave Maricopa County employment, and go to work for another employer that has CIGNA, will my biometric screening results be shared with my new employer?

A.20 *No, your biometric screening results will not and cannot be shared with a new employer without your written consent.*

Q.21 Do you know if the results of the biometric screening can ever be seen or considered for life insurance purposes?

A.21 Your biometric screening results will not and cannot be shared or considered for life insurance purposes without your written consent.

Q.22 Are my biometric screenings results being used for any other CIGNA programs?

A.22 Based on the outcomes of your biometric screening, your results MAY be used for referral into CIGNA's Well Aware programs such as Asthma, Chronic Obstructive Pulmonary Disease, Heart Disease, Diabetes, etc., if/when you register at <http://www.mycigna.com> and enter your screening data into the on-line Health Risk Assessment. If you should receive a call from a CIGNA Well Aware Nurse regarding one of these programs and you do not wish to participate, you can opt out of the program.

For more information on CIGNA's Well Aware programs visit <http://ebc.maricopa.gov/ehi/medical.aspx>

Q.23 During the Biometric Screening, is a DNA test being performed?

A.23 No, DNA testing is not being performed. The screenings included are Blood Pressure, Total/HDL Cholesterol and Ratio, Glucose, Height/Weight/Body Mass Index, Body Fat Analysis, Waist Circumference and a One-on-one Results Counseling Session that includes health education/literature on screening results.

Q.24 Once my blood has been collected, what happens to the used laboratory screening materials?

A.24 All hazardous waste (or used laboratory screening materials) is collected, handled and disposed according to OSHA regulations.

Q.25 Do I need to fast before I participate in the biometric screenings?

A.25 No, you do not need to fast for the biometric screenings. However, you will be asked by the laboratory technicians if you have consumed food or drink within the last eight hours. This is because the range of values for glucose differs between fasting and non-fasting. Based on whether you have been fasting or not, and your result, will help the health educator counsel you.

Q.26 At CIGNA, who has access to my biometric screenings results? Will access to my biometric screenings results change as time passes?

A.26 The CIGNA Medical Group's Population Health Management (PHM) Department is responsible for the management and security of all biometric screening data that is collected on Maricopa County employees during this initiative. Biometric screening results can only be accessed by the necessary CIGNA personnel directly responsible for the coordination and implementation of the Maricopa County Biometric Screening Initiative.

If there is a change in CIGNA personnel who have access to the biometric screening results, the Employee Health Initiatives Department would be notified about the change.

Q.27 How long does CIGNA keep my biometric screening results?

A.27 The information collected at the biometric screenings is retained by the Population Health Management (PHM) Department for a period of three years then destroyed by shredding paper documents and/or deleting the computer files.

If/when you register at www.mycigna.com and enter your screening data into the on-line Health Risk Assessment; the results are retained for ten years.

Q.28 How are my biometrics screening results stored?

A.28 The paper documents are locked in secure file cabinets within the PHM Department. When the biometric screening information is entered and saved into a CIGNA secure file, as well as the data you may enter on www.mycigna.com, it is password protected by CIGNA's firewall and other CIGNA Information Protection policies.

From that point on data can only be accessed by CIGNA personnel directly responsible for the coordination and implementation of the Maricopa County Biometric Screening Initiative.

Q.29 I have completed my biometric screening and have entered the results into the Health Risk Assessment located on www.cigna.com. In order to receive the savings on my medical insurance, do I need to print a confirmation form or summary and take this to Employee Health Initiatives Office at 301 W. Jefferson St as proof that I completed these?

A.29 Once you've completed your Health Risk Assessment, there is nothing further that you need to do. CIGNA will send Employee Health Initiatives (EHI) a list of names of employees who have fully completed their Health Risk Assessment online. No results data will be received by EHI. CIGNA only sends EHI your name and employee identification number.

Q.30 I have already participated in the Biometric Screening, can I revoke my Consent Form?

A.30 You can revoke your consent under Health Insurance Portability Accountability Act (HIPAA). The revocation takes effect when the request is made; in other words, if you wait a month and then make the request, any disclosures already made during the prior month won't be "un-done" but future unauthorized disclosures will be stopped.

In order to revoke your Consent Form, you will need to address letters to the following entities listed below to let them know they are no longer authorized to disclose your data:

CIGNA HealthCare
Central HIPAA Unit
P.O. Box 5400
Scranton, PA 18505

Employee Health Management Systems
303 N. Centennial Way
Mesa, AZ 85201

Magellan Health Services
Attn: Privacy Officer
14100 Magellan Plaza
Maryland Heights, MO 63043

Maricopa County
Employee Health Initiatives/Employee Benefits
Attn: Privacy Officer
301 W. Jefferson St, Suite 201
Phoenix, AZ 85003

Q.31 If I revoke my Consent Form and no longer want to participate in the Biometric Screening initiative, is there any retaliation?

A.31 There is no retaliation and you will still receive the \$5.00 per pay period savings on your medical insurance.

Q.32 If I have general questions about these initiatives, who should I contact?

A.32 If you have questions, please call the Employee Health Initiatives Department at 602-506-1010 or you can send an email to benefitsservice@mail.maricopa.gov.